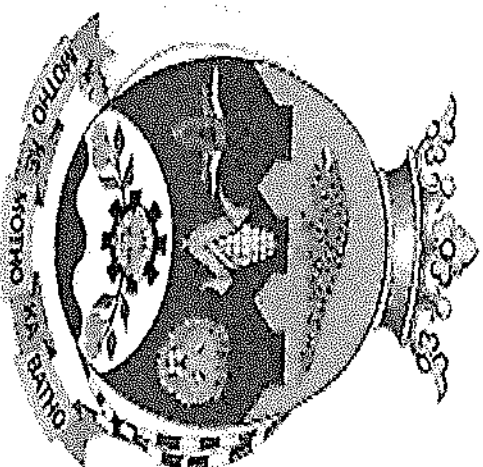


LEPELLE-NKUMPI MUNICIPALITY



2019/20 SERVICE LEVEL STANDARDS

Vision: "To be a financially viable Municipal Council, geared towards the improvement of the quality of life of the people by providing sustainable services

Mission: To effectively and efficiently provide quality basic services and thus make a significant contribution to social and economic development of the community.

VALUES

I - RESPECT

- I** Integrity
- R** Responsibility
- E** Excellence
- S** Service
- P** Partnership
- E** Empowerment
- C** Communication/Commitment
- T** Trust

1. INTRODUCTION AND BACKGROUND

The White Paper on Public Service Delivery (1997) requires Government institutions to develop and publish service standards to guide the level and quality of services we provide, including the introduction of new services to those who have previously been denied access to them. Service standards are expected to be relevant and meaningful to the users, and must be precise and measurable, so that users can judge for themselves whether they are receiving what we have promised.

The approach is encapsulated in the name which has been adopted by this initiative—Batho Pele (a Sesotho adage meaning 'People First'). The Batho Pele policy framework consists of eight service delivery principles, set out in paragraph 3 below, derived from the policy goals set out in Chapter 11 of the WPTPS.

Improving service delivery is therefore the ultimate goal of the public service transformation programme. Improving the delivery of public services means redressing the imbalances of the past and, while maintaining continuity of service to all levels of society, focusing on meeting the needs of the 40V0 of South Africans who are living below the poverty line and those, such as the disabled, and black women living in rural areas, who have previously been disadvantaged in terms of service delivery.

Improving service delivery also calls for a shift away from inward-looking, bureaucratic systems, processes and attitudes, and a search for new ways of working which put the needs of the public first, is better, faster and more responsive to the citizens' needs. It also means a complete change in the way that services are delivered.

The introduction of a service delivery improvement programme cannot be achieved in isolation from other fundamental management changes within the public service. It must be part of a fundamental shift of culture whereby public servants see themselves first and foremost as servants of the citizens of South

Africa, and where the Public Service is managed with service to the public as its primary goal. Improved service delivery cannot only be implemented by issuing circulars. It is not only about rule-books and 'prescripts', because it is not simply an 'administrative' activity. It is a dynamic process out of which a completely new relationship is developed between the public service and its individual clients. To implement a service delivery programme successfully, public service managers require new management tools.

2. PURPOSE OF THE SERVICE STANDARDS

The purpose of this White Paper is to provide a policy framework and a practical implementation strategy for the transformation of public service delivery. This White Paper is primarily about how public services are provided, and specifically about improving the efficiency and effectiveness of the way in which services are delivered. The service standards are required to:-

- Set out the organization's service standards that citizens and customers/clients can expect and which will serve to explain how the department will meet each of the standards.
- Specify the main services to be provided to the different types of actual and potential customers, based on an assessment of their needs;
- Contain the consultation arrangements with actual and potential customers to determine their needs;
- Specify the mechanisms or strategies to be utilized progressively to remove the barriers so that access to services is increased; with due regard to the customers' means of access to the services and the existing barriers to increased access;
- Contain arrangements as to how information about services is to be provided; and
- Stipulate a system or mechanisms for handling complaints.

3. CHARACTERISTICS OF THE SERVICE STANDARDS

Service standards specify the level (quantity) and quality of services, and they may cover processes, outputs and outcomes. They must be set at a demanding but realistic level to be reached by adopting more efficient and customer-focused working practices.

Service standards are required to be operational for one year and be subject to an annual performance review. These should be progressively raised and ideally may not be reduced, except to accommodate changed priorities based on changing customer needs. Service standards are furthermore to be benchmarked against international standards, taking into account South Africa's current level of development.

Service standards or performance related issues at local government is governed by the Municipal Finance Management Act, 2003 (no 56 of 2003) (read together with regulations), the Municipal Systems Act, 2000 (no 32 of 2000) and the Municipal Structures Act, 1998 (no 117 of 1998).

In broadening the understanding of what constitutes a service standard, organizations need not to only reflect processes, outputs and outcomes, but to also measure the effectiveness, efficiency, service quality, access to services and equity in service provision. In setting service standards, it is important that service delivery also be viewed from the customer's viewpoint and judged from criteria that he or she might use.

4. THE SERVICE DELIVERY PRINCIPLES OF BATHO PELE

Service standards should also be done along the context of the Eight Batho Pele principles. The main objective of Batho Pele is to ensure effective and efficient service delivery by putting "People First"

Eight principles for transforming public service delivery—the Batho Pele principles—have been identified. These are expressed in broad terms in order to enable national and provincial departments to apply them in accordance with their own needs and circumstances.

4.1 The Batho Pele principles are:

1. Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.
2. Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.
3. Access: All citizens should have equal access to the services to which they are entitled.
4. Courtesy: Citizens should be treated with courtesy and consideration.
5. Information: Citizens should be given full, accurate information about the public services they are entitled to receive.
6. Openness and Transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.
7. Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy, and when complaints are made, citizens should receive a sympathetic, positive response.
8. Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

The Eight Batho Pele principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with Section 195 (1) of the Constitutional values of:

- Promoting and maintaining high standards of professional ethics.
- Providing services impartially, fairly, equitably and without bias.
- Responding to people's needs and encouraging citizens to participate in policy-making and monitoring of service delivery.
- Rendering an accountable, transparent and development-oriented public service administration.

For most customers, services must conform to the following measurable criteria:

- **Quantity:** Are the services and products supplied in sufficient volume and diversity to sustain basic needs?
- **Quality:** Are the services and products of such quality that they will last for an appropriate period of time so that they do not have to be re-supplied at additional cost?
- **Time/Timeliness:** Are the services and products rendered on time so that customers can derive maximum benefit from them?
- **Value for money:** Is the cost of the product or service balanced against the value derived by the recipient? Irrespective of whether or not customers pay directly for products and services, it is important that the cost of the product or service is balanced against the value derived by the recipient.
- **Access:** Are the services and products being delivered at the ideal locality to relevant customers to enable them to make best use of them, without incurring undue cost to gain access to the point of delivery?
- **Equity:** Are the services and products provided without discrimination?

Service standards must conform to the concept of Quantity, Quality and Time (QQT). The Service Delivery Budget Implementation Plans (SDBIPs) is a means to plan for service delivery improvement and should identify the clients of each department and also conform to the key criterion of measurability.

5. THERE ARE 6 DEPARTMENTS WITHIN LEPELLE-NKUMPI MUNICIPALITY (LNM) WHICH ARE:

- Department: Corporate Services
- Department: Community Services
- Department: Budget and Treasury
- Department: Planning and LED
- Department: Municipal Manager
- Department: Infrastructure Services

6. CORE SERVICES

In achieving the vision and mission of Lepelle-Nkumpi Municipality, we commit and pledge ourselves to the following:

7. GENERIC SERVICE STANDARDS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Accessibility of Municipal officials that are allocated official cellular phones	Executive managers, Field workers and secretaries to MM and M	In line with the cell-phone policy	Municipal officials	LNM	At all times	Ensure that all Municipal officials that are allocated official cellular phones within LNM are accessible at all times in line with the cell phone management policy.

Answering of outside Telephone	All	In line with the white paper on the transformation of public service	Municipal officials	LNM	Within three rings	Telephone calls are answered within 3 rings by all municipal officials within LNM in line with the white paper on the transformation of public service
Unanswered Telephone calls are diverted to switch board for taking a message	All	In line with the white paper on the transformation of public service	Switchboard operators	LNM	After 5 rings	All unanswered telephone calls after 5 rings are diverted to switchboard for switchboard operators within LNM to take messages in line with the white paper on the transformation of public service
Submission of Departmental reports to Strategic management unit and committees section	All	In line with the Performance management and reporting policy	Management team	LNM	3rd of each month	All Management team within LNM to submit Departmental reports to strategic management and committees section no later than the 3rd day of every month In line with the Performance management information and reporting policy.
Production of minutes for meetings	All	In line with the white paper on the transformation of public service	Employees	LNM	Within 5 working days after the meeting	Production of minutes for all meetings by employees within LNM Within 5 working days after the meeting.
KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Employees observing official working hours commencing work at 07:30 and ending at 16:30.	All	In line with the conditions of service	Employees	LNM	Monday to Friday	All employees within LNM shall observe official working hours (Monday to Friday) commencing work at 07:30 and ending at 16:30 In line with the conditions of service.
KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Review of service standards	All	In line with the prescripts in the Batho Pele according to the White Paper on transformation of service delivery	All Departments	LNM	4th quarter each year in line with the IDP processes	All departments within LNM shall review their service standards in the 4th quarter each year within the departments in line with the IDP processes
Service delivery complaints	All	According to the White Paper on	Employees	LNM	30 working days upon receipt	All employees within LNM to attend to reported Service delivery complaints within 30 working days

		transformation of service delivery						upon receipt in line with the White Paper on transformation of service delivery.
Acknowledgement of receipt of correspondences	All	According to the White Paper on transformation of service delivery	Employees	LNM	14 working days			All employees within LNM shall ensure that Correspondence is acknowledged and responded to within 14 working days in line with the White Paper on transformation of service delivery.
Issuing out of invitations for meetings.	All	According to the White Paper on transformation of service delivery	Employees and stakeholder	LNM	7 days before the scheduled meeting			All employees within LNM to issue out invitation for meetings 7 days before the scheduled meetings for both employees and stakeholders in line with the White Paper on transformation of service delivery.
Information to be placed on the website	All	Sec 75 of the MFMA	Departments	LNM	Not later than 5 days after tabling			Information to be placed on the website by all affected Departments within LNM in collaboration with communications unit, not later than 5 days after their tabling in line with sec 75 of the MFMA.

DOMAIN SPECIFIC STANDARDS

Key Services	Service Standards	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Office of the Executive Mayor							
Mayoral outreach programme		4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	LNM	Quarterly	Conduct mayoral outreach programmes in 4 Local Municipalities on a quarterly basis in line with Municipal Systems Act no. 32 of 2000.
State of the Municipal address		1	In line with Municipal Systems Act no. 32 of 2000 District Corporate Calendar.	Stakeholders	LNM	Annually	Hosting of the State of the District address on the IDP/Budget to all stakeholder in LNM annually in line with the Municipal Systems Act no. 32 of 2000 and District Corporate Calendar
Office of the Speaker							

Coordination Meetings	of All	In line with the institutional calendar	Council and its Committees	its LNM	14 days prior to the meeting	To ensure that all meetings of LNM council and its committees are timeously coordinated in line with the institutional calendar.
Distribution packages for committee meetings of Council	All	In line with the institutional calendar	Council and its Committees	its LNM	7 days before the date of the meeting	Distribution of packages for all committee meetings of Council within LNM will be done 3 days before the date of the ordinary meeting, and 2 days before the date of the special meeting
Oversight programmes	All	In line with Section 79 of Municipal Structures Act no. 117 of 1998	Municipal Public Accounts committee	LNM	Quarterly	To ensure monthly implementation of all oversight programmes by the Municipal Public Accounts committee in LNM in line with Section 79 of Municipal Structures Act no. 117 of 1998
Public Participation programmes	4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	LNM	Quarterly	Ensure implementation of all Public Participation programmes in the local municipalities within LNM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000
Key Services						
Service Standards		Quantity	Quality	Target Group	Target Area	Time Period
Public Hearing on annual report	1	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	LNM	3 rd Quarter of the financial year	Ensure that public hearing on the annual report is held during the 3 rd quarter of the financial year in line with Municipal Systems Act no. 32 of 2000
Projects visits	All	In line with Municipal	Local Municipalities	LNM	Quarterly	To ensure that project visits are conducted in all wards within LNM on a quarterly

			Systems Act no. 32 of 2000				basis in line in line with Municipal Systems Act no. 32 of 2000
Office of the Chief Whip							
Whippery meetings	All	In line with the Institutional calendar	Councillors	LNM	Quarterly		To ensure that all Whippery meetings are held in line with the Institutional calendar
Special Focus							
Children Development Programmes	All	Children Development Policy	Community	LNM	Monthly		Ensure implementation of all children development programmes in Villages and LNM on a monthly basis in line with the Children development policy
Disability development Programmes	All	Disability development policy (White paper on integrated national disability strategy)	Community	LNM	Monthly		Implementation of all Disability development programmes in all Villages and LNM on a monthly basis in line with the Disability development policy
Gender Development Programmes	All	Gender development policy	Community	LNM	Monthly		Implementation of all Gender development programmes in all Villages and LNM on a monthly basis in line with the Gender development policy
Older Persons Development Programmes	All	Older Persons development policy	Community	LNM	Monthly		Implementation of all Older Persons development programmes in all Villages and LNM on a monthly basis in line with the Older Persons development policy
Key Services							
		Service Standards					
		Quantity	Quality	Target Group	Target area	Time period	Full Statement
Youth Development Programmes	All	Youth development policy	Community	LNM	Monthly		Implementation of all Youth development programmes in all villages and LNM on a

HIV & AIDS Programmes	All	In line with the Limpopo Aids Council Policy Framework.	Community	LNM	Quarterly	monthly basis in line with the Youth development policy
CBO Summit	All	In line with the concept document.	Stakeholders	LNM	Annually	Implementation of all HIV & AIDS Programmes in all Villages within LNM in line with the Limpopo Aids Council Policy Framework on a quarterly basis.
Inter-Governmental Relations						
Coordination of IGR	All	In line with the corporate calendar	Technical and political meetings	LNM	Quarterly	Hosting of the annual CBO Summit for all Stakeholders within LNM in line with the concept document
Internal Audit						
Ensure compliance to the Three year risk based strategic audit plan	100%	Sec 165 of the MFMA	Officials	LNM	Quarterly	Coordination of all Technical and political IGR meetings in LNM on a quarterly basis in line with the Corporate Calendar.
Functional Audit Committee	All	Sec 166 of the MFMA	Local municipalities	LNM	Quarterly	Ensure 100% compliance in implementing the three year risk based strategic audit plan by all officials within LNM on a quarterly basis in line with Sec 165 of the MFMA.
						To ensure functional audit committee on a quarterly basis in all local municipalities within LNM in line with Sec 166 of the MFMA in order to improve the audit outcome.

Service Standards						
Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Risk Management	All	National risk management framework	Officials	LNM	Quarterly	Ensure compliance to the Organizational Risk Profile by Officials within LNM on a quarterly basis in line with National risk management framework
Ensure compliance to the Organizational Risk Profile	All	Whistle blowing policy and Fraud Prevention Plan.	Local Municipalities	LNM	Quarterly	Implementation of all Fraud prevention programmes in all local municipalities within LNM in line with Whistle blowing policy and fraud prevention plan.
Implementation of Fraud prevention	All	Fraud prevention plan.	Reported cases	LNM	Monthly	Attend to all reported cases of suspected fraud and corruption within LNM in line with the Fraud prevention plan on a monthly basis.
Communications						
Corporate Image	All	In line with Corporate Image strategy	Officials	LNM	Quarterly	To ensure compliance to corporate image by all LNM officials in line with Corporate Image strategy on a quarterly basis.
Publishing information in media	All	In line with the communications strategy.	External and internal clients	LNM	Monthly	Publication of information in media for external and internal clients within LNM will

Service Standards		Quantity	Quality	Target Group	Target area	Time period	Full Statement
Key Services							be done quarterly in line with the communications strategy.
Events management	All	In line with the Events Management Strategy	Internal calendar events	LNM	Monthly	All Internal calendar events within LNM will be managed on a monthly basis in line with the Events Management Strategy.	
Advertising	All	In line with the communications strategy.	Internal Adverts	LNM	Monthly	Ensure that all internal adverts within LNM is done monthly in line with the communications strategy.	
Institutional Performance, Planning, Monitoring and Evaluation							
Service Delivery and Budget Implementation Plan (SDBIP) development and approval	All	Sec 53(1) (c) (ii) of the MFMA	Departments	LNM	Within 28 days after the adoption of the IDP/budget	SDBIP will be developed by all departments and approved by the Municipal Mayor within 28 days after adoption of the IDP/Budget in line with Sec 53(1) (c) (ii) of the MFMA.	
Service Delivery and Budget Implementation Plan (SDBIP) review and approval	All	Sec 54 (1) (c) of the MFMA.	Departments	LNM	after the adoption of the adjustment budget	SDBIP will be reviewed and approved by LNM Council after adoption of the adjustment budget in line with Circular 13 of the MFMA.	
Publishing of the SDBIP	All	In line with Circular 13 of the MFMA sec 53 (3) (a) of the MSA	Stakeholders	LNM	Within 14 days after the adoption of the SDBIP.	The SDBIP shall be publicized for CDM stakeholders within 14 days after the adoption of the SDBIP in line with Circular 13 of the MFMA and sec 53 (3) (A) of the MSA	

Key Services	Service Standards	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Organizational Performance Reports	4	In line with Chapter 6 of the MSA Sec 72 (1) (a) (ii) (iii) and (b) (i) (ii) (iii) of the MFMA	Co-operative Governance, Settlements, Traditional (Coghsta) National Provincial Treasury	LNM/Coghsta	Quarterly	Organizational performance reports produced and submitted to Coghsta and National and Provincial Treasury on a quarterly basis In line with Chapter 6 of the MSA	
Monitor compliance to Organizational service standards	All	In line with the Batho Pele handbook	Departments	LNM	Quarterly	Monitor compliance to the implementation organizational service standards by all departments within LNM In line with Batho Pele handbook	
Employee Wellness management	All	In line with the Employee wellness policy and Employee Assistance Programme standards	All Employees	Lepelle-Nkumpi Municipality	Within 30 working days after the case has been reported	Employee wellness management for all employees within LNM shall be attended to in line with the Employee wellness policy and Employee Assistance Programme standards within 30 working days after the case has been reported.	
Participation in Sport and recreational activities	All	In line with the departmental policy and Employee Assistance Programme standards	All Employees	Lepelle-Nkumpi Municipality	Weekly	All employees within LNM will be encouraged to participate in monthly Sport and recreational activities In line with the departmental policy and Employee Assistance Programme standards	
Administration of Occupational	All	Compensation for Occupational Injuries and	Employees	Lepelle-Nkumpi Municipality	Monthly	Administration of Occupational Injuries and Diseases cases for all	

Key Services	Service Standards	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Injuries and Diseases cases			Diseases Act: 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies				employees within Lepelle-Nkumpi Municipality shall be done monthly in line with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies
Health and Wellness educational initiatives	All Municipal Employee Health and Wellness Action Plan	In line with the Municipality		Employees	Lepelle-Nkumpi Municipality	Quarterly Municipal Employee Health and Wellness Action Plan	Employees Initiatives will be rendered to all employees on a quarterly basis In line with the Municipal Employee Health and Wellness Action Plan.
Exit management	All	In line with Municipal Human Resources Policies and the main Collective Agreement		Employees	Lepelle-Nkumpi Municipality	14 working days upon receipt of notice	Exit management within LNM shall be done in line with Municipal Human Resources Policies and the main Collective Agreement within 5 working days upon receipt of notice.
Processing of Service benefits	All	In line with Municipal Human Resources Policies and the main Collective Agreement		Employees	Lepelle-Nkumpi Municipality	5 working days upon receipt of request	Processing of service benefits for all employees within LNM shall be done within 5 working days upon receipt of request or claim in line with Municipal Human Resources Policies and the main Collective Agreement.
Processing of leave	All	In line with Municipal		Employees	Lepelle Nkumpi Municipality	5 working days	Processing of leave for all employees within LNM shall

Service Standards						
Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Recruitment and selection	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Internal and external candidates	RSA	within 90 days after the closing date	Recruitment and selection of all internal and external candidates within RSA shall be finalized within 60 days after the closing date in line with Municipal Human Resources Policies and the main Collective Agreement.
Human Resources Policies and the main Collective Agreement						be done within 5 working days in line with Municipal Human Resources Policies and the main Collective Agreement.
Communication of job evaluation results	All	As per SALGA's Collective Agreement on Job Evaluation	Employees	Lepelle-Nkumpi Municipality	Within 5 working days	Job evaluation results shall be communicated to all employees within LNM within 5 working days after approval by executing authority As per SALGA's Collective Agreement on Job Evaluation.
Job evaluation	All	As per SALGA's Collective Agreement on Job evaluation	Employees	Lepelle-Nkumpi Municipality	Annually Within 90 days upon request	Job evaluation for all identified employees posts within LNM shall be done annually per SALGA's Collective Agreement on Job Evaluation 14days upon request As per SALGA's Collective Agreement on Job Evaluation

Signing of Performance Agreements	All	Sec 57 (1) (b) (ii) of the MSA	Sec 57 Managers	LNM	Within 60 days after a year has ended.	All sec 57 Managers shall sign the Performance Agreements in line with Circular 13 of the MFMA within 1 month after the year has ended.
Conclusion of performance Instruments	All	In line with Municipal Human Resources Policies	Employees	Lepelle-Nkumpi Municipality	End of July each year	All employees within LNM to conclude Performance Instruments (PIs) in line with Municipal Human Resources Policies
Conclusion of performance plans	All Employees	In line with Municipal Human Resources Policies	New Employees	Lepelle-Nkumpi Municipality	Within 3 months after appointment	All new employees in Lepelle-Nkumpi Municipality to conclude Performance Plans within three (3) months after appointment in line with Municipal Human Resources Policies
Compilation and signing of progress reviews	All	In line with Municipal Human Resources Policies	Employees	Lepelle-Nkumpi Municipality	Within 30 days after the end of the quarter	Progress Reviews are compiled and signed by all employees in Lepelle-Nkumpi Municipality within 30 days after the end of the quarter in line with Municipal Human Resources Policies
Service Standards						
Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Annual Performance evaluation/ Assessment	All	In line with Municipal Human Resources Policies	Employees	Lepelle-Nkumpi Municipality	30 days after end of the cycle	Annual Performance Evaluation reports for all employees within LNM for the previous financial year finalized within 30 days after the end of the cycle in line with Municipal Human Resources Policies

Awarding of Bursaries	All	In line with Municipal Human Resources Policies	Employees and external applicants	Lepelle-Nkumpi Municipality	Annually	Awarding of Bursaries to all employees and external applicants in the LNM shall be done annually in line with Municipal Human Resources Policies.
Training And Development	All	In line with Municipal Human Resources Policies	Municipal Employees	Lepelle-Nkumpi Municipality	Annually	Training and development shall be provided to all municipal employees within LNM annually in line with Municipal Human Resources Policies.
Provision of Learnership And Internship	All	In line with skill development act and Municipal Human Resources Policies	Internal and external clients.	Lepelle-Nkumpi Municipality	Annually	Learnership and internship is provided to all internal and external clients in the LNM annually in line with the skill development Act and Municipal Human Resources Policies.
Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Implementation of Promotion of access to information	Attend to all received request	In line with Promotion of access to information act, no. 2 of 2000 (PAlA) The South African Local Government	Internal and external clients	Lepelle-Nkumpi Municipality	Within 30 days of request.	Implementation of promotion of access to information is done within 30 days of request from internal and external clients in line with Promotion of access to information Act: no. 2 of 2000 in Limpopo provincial administration.

		Bargaining Council's Disciplinary Code.				Handled / within 30 days upon receipt. As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code.
Represent the employer in all dispute resolution forums on disputes declared	All	As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	Employees	Lepelle-Nkumpi Municipality	Within 30 working days	Represent the employer in all dispute resolution forums on all disputes declared by employees within CDM as per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code within 30 working days.
Handling of reported misconduct cases	All	As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	Employees	Lepelle-Nkumpi Municipality	Within 30 days	All reported misconduct cases by employees within LNM shall be handled within 30 days as per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code
Information and physical security audits	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Lepelle-Nkumpi Municipality	Monthly	Conduct monthly Information and physical security audits for all employees and security contractors in LNM According to Minimum Security Standards (MISS).
Service Standards						

Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Security record checks	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Lepelle-Nkumpi Municipality	Monthly prior to appointment	Security record checks of all Employees / Security Contractors in LNM shall be conducted monthly prior to appointment According to Minimum Security standards (MISS)
Monitoring of Security service level agreements to evaluate compliance	All	According to Minimum Security Standards (MISS)	Security Contractors	Lepelle-Nkumpi Municipality	Monthly	Security service level agreements of all security contractors within LNM shall be monitored monthly to evaluate compliance according to Minimum Security Standards (MISS)
Legal opinions requests	All	In line with legal prescripts	Internal and external stakeholders	Lepelle-Nkumpi Municipality in Limpopo Province	Within 5 working days of full receipt of instructions	All requests for Legal opinion by both internal and external stakeholders in LNM shall be attended to within 5 working days of receipt of full instruction in line with legal prescripts.
Drafting and editing of contracts	All	In line with legal prescripts	Internal and external stakeholders	Lepelle-Nkumpi Municipality in Limpopo Province	Within 20 working days	All requests for the drafting and editing of contracts by both internal and external stakeholders in LNM shall be finalized within 20 working days of receipt of full instruction in line with legal prescripts.
Drafting of legislations	All	In line with legal prescripts	Internal and external stakeholders	Lepelle-Nkumpi Municipality in Limpopo Province	Within 12 months	All requests for drafting of legislations by both internal and external stakeholders in LNM shall be done within 12 months of receipt of full instruction in line with legal prescripts.

Litigation management	All	In line with legal prescripts applicable to each case	Lepelle-Nkumpi Municipality	Limpopo	Within the Uniform Rules of the courts	Litigation managed in line with legal prescripts applicable to each case for Lepelle-Nkumpi Municipality in Limpopo within the Uniform Rules of the courts.
Key Services	Service Standards					
Implementation of systematic disposal program	All	In line with Provincial Archives Act	Affected HR, General Records	LNM	Within 90 days after approval by disposal authority.	Implementation of systematic disposal program on all affected HR and General Records in LNM within 90 days after approval by disposal authority in line with Provincial Archives Act
Records management	All	In line with Provincial Archives Act and records management policy guidelines.	HR, General Records	LNM	Monthly	All HR and General Records within LNM will be managed monthly in line with Provincial Archives Act and records management policy guidelines.
Provision of Application Systems and Desktop support	All	As per approved IT Policies,	IT users	LNM	5 working days upon request	Application Systems support services provided to all IT users in LNM within 5 working days upon request as per approved IT Policies
Provision of Assessment and Availability of Network	All	As per approved IT Policies,	Sites	LNM	Within 5 working days	Provide within 5 working days assessment and availability of network at all LNM sites as per approved IT Policies
Provision of incremental and full back up of data.	All	As per backup procedure	Onsite and offsite Data	LNM	Within 5 working days	Provide 5 working days incremental and full back up of all onsite and offsite data as per backup procedure

Key Services	Service Standards					
	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Food quality monitoring	All	In line with Municipal Health policy and National Health legislation.	Food outlets	Lepelle-Nkumpi Municipality	Monthly	Monitoring of food quality in all food outlets within LNM on monthly basis. In line with Municipal Health policy and National Health legislation.
Food quality monitoring	All	In line with Municipal Health policy and National Health legislation.	Food outlets	Lepelle-Nkumpi Municipality	Monthly	Monitoring of food quality in all food outlets within LNM on monthly basis. In line with Municipal Health policy and National Health legislation.
Disasters response	All	In line with the SANS 10090:2003-Edition 3	Community	LNM	Within 8 hours upon receipt of the call	All disasters are reported by the community within LNM are responded to within 8 hours upon receipt of the call in line with the SANS 10090:2003-Edition 3
Emergencies response	All	In line with the SANS 10090:2003-Edition 3	Community / Public	LNM	Within 8 hours upon receipt of the call	All emergencies that are reported by the community within LNM are responded to within 8 hours upon receipt of the call in line with the SANS 10090:2003-Edition 3
Key Services	Service Standards					
	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Request for quotation of goods and services between R0.00 – R30,000.00	All	SCM Prescripts	User Departments	LNM	Within 14 working days upon receipt	All requests for quotations between R0.00 – R30,000.00 by user departments within LNM will be finalized within 14 working days upon receipt in line with SCM Prescripts.

Procurement of goods and services between R30,000.00- R200 0000	All	SCM Prescripts	User Departments	LNM	Within 30 days upon receipt	All procurement of goods and services between R30,000.00- R200 0000 for user departments within LNM, will be finalized within 30 working days upon receipt in line with SCM Prescripts.
Procurement of goods and services from R200 000 and above.	All	SCM Policy/ SCM Prescripts	User Department	LNM	Within 90 working days upon receipt	All procurement of goods and services from R200 000 and above for user departments within LNM, will be finalized within 90 working days upon receipt in line with SCM Policy and SCM Prescripts.
Advertisement for procurement of goods and services on the notice boards, website and tender bulletin.	All	In line with the SCM Policy, SCM Prescripts	Service providers	LNM	Within set timeframes	All advertisements for procurement of goods and services for the appointment of service providers in LNM, will be done timeously on the notice boards, website local and national newspapers in line with the SCM Policy, SCM Prescripts
Advertisement for Procurement of goods and services	All	In line with the SCM Policy, SCM Policy, SCM Prescripts	Officials	LNM	Weekly	-End User Department submit specifications in terms of Procurement Plan. -Bid Specification Committee draft specification minutes and submit BSC report to their Accounting Officer for approval. -After approval tenders are advertised for 14 days or 30 days. -On the closing date pre evaluation is been conducted

						<ul style="list-style-type: none"> by SCM Unit in public with risk Officer. - The report is presented to the Bid Evaluation Committee for consideration and verification thereof. -BEC sits every Tuesday for evaluation of tenders and BID Evaluation report is forwarded to adjudication. -Adjudication Committee sits every Thursday for consideration of the recommendation made by the Bid Evaluation Committee. -The BAC draft a report on tenders adjudicated to the Accounting Officer for approval. - Accounting Officer to approve or disapprove the recommendations made by the BAC. -Appointment letter to be issued and forwarded to Service provider to accept the appointment in writing within 07 days. - Service Level Agreement must be drafted by Legal Advisor and signed within 07 days from the date of acceptance.
Counting of Stock in stores	All	In line with the SCM Policy, SCM Prescripts	Officials	LNM	Monthly	Counting of all stock in stores will be done monthly to ensure availability of stock for officials within LNM in line

Key Services	Service Standards						Full Statement
	Quantity	Quality	Target Group	Target area	Time period		
Provision of quality goods and services in stores	All	In line with the SCM Policy, SCM Prescripts	Service providers	LNM	Within set timeframes.		with the SCM Policy, SCM Prescripts
Reporting on the performance of service providers	All	In line with the SCM Policy, SCM Prescript	User departments	LNM	Within 5 working days after the service has been rendered.		Reporting on the performance of service providers shall be done by all user departments in LNM within 5 working days after the service has been rendered in line with the SCM Policy, SCM Prescripts
Reconciliation of salaries	All	In line with Sec 66 of the MFMA	Employees and councillors	LNM	Monthly		Reconciliation of salaries for all employees and councillors within LNM shall be done monthly in line with Sec 66 of the MFMA.
Payments of salaries and benefits	All	In line with Bargaining Council Employment Agreement	Employees and councillors	LNM	Twice a month		All Payments of salaries and benefits for employees and councillors within LNM shall be done twice a month in line with Bargaining Council Employment
Assets reconciliation	All	In line with Asset Management policy	Movable and immovable	LNM	Monthly		Conduct monthly reconciliation of all movable and immovable assets within LNM in line with Asset Management policy.
Payments of goods and services	All	Sec 99 (2)(b) of the MFMA.	Service providers	Within 30 days upon receipt of invoice	Conduct monthly payment of goods and services to all service providers within LNM in line		Payments of goods and services

Key Services	Service Standards		Target Group	Target area	Time period	Full Statement
	Quantity	Quality				
Reconciliation of revenue collected	All	Sec 64(2) (h) of the MFMA	Community members	LNM	Weekly	Reconciliation of all revenue collected from community members within LNM will be done on a weekly basis in line with Sec 64 (2) (b) of The MFMA.
Collection of Revenue	All	Sec 64(2) (a) of the MFMA Tariff policy	Community members	LNM	Monthly	Collection of revenue will be done from all community members within LNM on a timeously basis in line with Sec 64 (2) (a) of The MFMA and the Tariff policy.
Debt collection	All	Sec 96 (a) of Municipal systems Act, Credit control and Debt collection Policy	Debtors	LNM	Monthly	Collection of all debts from debtors within LNM will be done monthly in line with Sec 96 (a) of Municipal systems Act and the Credit control and Debt collection Policy.
Budget preparation	All	Sec 21 and Sec 28 of the MFMA	Council	LNM	Twice a year	Preparation of budget within LNM will be done twice a year for approval by Council in line with Sec 21 and Sec 28 of the MFMA.
Budget Implementation	All	Sec 69 of the MFMA	Departments	LNM	Monthly	Budget implementation will be done by all departments within LNM on a monthly basis in line with Sec 69 of the MFMA.
Preparation of Financial Statements	All	Sec 122 of the MFMA	Treasury, Auditor General	Provincial	Quarterly/Annually	All financial statements will be prepared and submitted to Provincial Treasury and

Submission of budget statements reports	All	Sec 71 of the MFMA	Treasury	Provincial	By not later than 10 working days after the end of each month	Auditor General on a quarterly/annually basis in line with Sec 122 of the MFMA.				
Submission of mid-year budget and performance assessment reports	All	Sec 72 of the MFMA	Treasury	Provincial	25 January each year	All mid-year budget and performance assessment reports will be submitted to Provincial Treasury by the 25 January each year in line with Sec 72 of the MFMA.				
DEPARTMENT:DPEMS										
Service Standards										
Key Services	Quantity	Quality	Target Group	Target area	Time period	Full Statement				
Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)				
Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan				
IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted				
Alignment of IDP process plan with communities	Alignment of IDP process plan with Communities	Alignment of IDP process plan with Communities	Alignment of IDP process plan with Communities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities				
IDP/Budget Steering	IDP/Budget Steering	IDP/Budget Steering	IDP/Budget Steering	IDP/Budget Steering	IDP/Budget Steering	IDP/Budget Steering				

committee meetings	committee meetings	committee meetings		committee meetings	committee meetings	
Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP
Key Services	Key Services	Key Services	Key Services	Key Services	Key Services	Key Services
Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
IDP	IDP	IDP	IDP	IDP	IDP	IDP
Representative Forum meetings	Representative Forum meetings	Representative Forum meetings	IDP Representative Forum meetings	Representative Forum meetings	Representative Forum meetings	IDP Representative Forum meetings
Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework
Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps
Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals
Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data
Key Services	Key Services	Key Services	Key Services	Key Services	Key Services	Key Services
Quantity	Quantity	Quantity	Quantity	Quantity	Quantity	Quantity
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints
Quality	Quality	Quality	Quality	Quality	Quality	Quality
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints
Target Group	Target Group	Target Group	Target Group	Target Group	Target Group	Target Group
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints
Target area	Target area	Target area	Target area	Target area	Target area	Target area
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints
Time period	Time period	Time period	Time period	Time period	Time period	Time period
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints
Full Statement	Full Statement	Full Statement	Full Statement	Full Statement	Full Statement	Full Statement
Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints	Environmental Management complaints

Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS
Compliance Monitoring	Compliance Monitoring	Compliance Monitoring	Compliance Monitoring	Compliance Monitoring	Compliance Monitoring	Compliance Monitoring
Ambient Air Quality Monitoring	Ambient Air Quality Monitoring	Ambient Air Quality Monitoring	Ambient Air Quality Monitoring	Ambient Air Quality Monitoring	Ambient Air Quality Monitoring	Ambient Air Quality Monitoring
Monitoring Environmental Compliance	Monitoring Environmental Compliance	Monitoring Environmental Compliance	Monitoring Environmental Compliance	Monitoring Environmental Compliance	Monitoring Environmental Compliance	Monitoring Environmental Compliance
Key Services	Service Standards					
Monitoring of Waste disposal sites	Monitoring of Waste disposal sites	Monitoring of Waste disposal sites	Monitoring of Waste disposal sites	Monitoring of Waste disposal sites	Monitoring of Waste disposal sites	Monitoring of Waste disposal sites
Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education
Key Services	Service Standards					
Department: Infrastructure	Quantity	Quality	Target Group	Target area	Time period	Full Statement
Community awareness campaigns	8	Municipal Systems Act	Communities where projects are implemented	LNM	Quarterly	Conduct community awareness campaign to 8 communities where projects are implemented within the LNM municipal area in line with the Municipal Systems Act on a quarterly basis.


For more information please contact

Department: Office of the Municipal Manager

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Lepelle-Nkumpi	Physical address: 170 BA Unit F Contact person: Miss. Lebogang Mosotho (Disaster Management Officer) Contact number: Cell : 071 687 7025 Emergency number: 015 297 9300	Physical address: 170 BA Unit F Contact person: Miss. Lebogang Mosotho (Disaster Management Officer) Contact number: Cell : 071 687 7025 Emergency number: 015 297 9300	Physical address: 170 BA Unit F Contact Person: Divisional officer: Mabelo Koena Contact details: 0716865009 Lepelle-Nkumpi: Fire station: 015 633 9233	Physical address: 170 BA Unit F Municipal Health, Contact details: 015 294 1153 Contact Person: Mboweni Patience Contact details: 073 003 3396	Physical Address: Public works between Zone A and Marmado Village: Operations and maintenance: Contact Person: Solly Mapholo Contact Number: 0827789018
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M. L. A. Gafane
Acting Municipal Manager